

**Information for Foster Parents & Caregivers on the  
Foster Parent & Relative Caregiver Support Line**

**1-800-301-1868**

Are you a foster parent licensed by the state Office of Foster Care Licensing (OFCL) or a relative providing a home for a child in state care? Have you had emergency issues after regular business hours, when no one in the local office is around to help?

Children's Administration appreciates the hard work that foster parents and relative caregivers do for the children of Washington state. We realize that those kids often demonstrate difficult behaviors and that foster parents and relatives sometimes need help to provide good care to those children. Beginning June 1, 2005, the Foster Parent & Caregiver Support Line will be up and running to help you when local Children's Administration offices are closed. The support line is a toll-free phone number that will be answered by a state social worker at Central Intake in Seattle. The social worker has been trained to respond to foster parents and relative caregivers in crisis. You can call the support line between 4:30pm- 8:00am Monday through Friday and 24 hours a day on weekends and holidays. The support line is for emergencies that can't wait until the next business day, usually having to do with difficult emotional or behavioral issues of the child.

For example, call the Foster Parent & Caregiver Support Line if:

- A child is having a medical or mental health problem and you need direction about how to handle it.
- You or someone else in your family has a medical emergency and you need to know who can provide short term-care for the kids in your care, or if you need a temporary placement for them.
- A child is acting out and you don't know how to respond to the behavior.
- You have questions that can't wait until your licensor or the child's social worker is available.

If a child's life is in danger, you will be asked to call 911. The social worker answering the support line will call you back to provide support until the ambulance or police arrive. If you have other children in the home that will be left at home while you go to the hospital, the social worker will help you identify appropriate caretakers.

If you are calling to report child abuse or neglect, the social worker will take the information and provide it to Child Protective Services (CPS). A CPS worker may call you back to get additional information.

If you have questions about routine child-related issues or payment, please call your child's social worker. The person answering the support line can't answer those questions, but they will send your child's social worker an e-mail asking them to follow up with you. Those questions might include permission to take kids on vacation or go on school outings. When you call the support line about a specific child, the person answering the call will make a note in the child's file to alert your child's social worker to check-in with you and the child.

If you are a foster parent with questions about routine licensing issues, such as minimum licensing requirements or an upcoming move, please call your licensor. The social worker answering the support line can't answer those questions, but they will send your licensor an e-mail asking them to follow up with you.

Thank you for all you do. You make a difference in the lives of children.